



FAQ - How do I update the system software?

The latest software version, Xtender System Update (RXXX) is always available on our Studer website in the [Software and Updates](#) section.

A software upgrade may be necessary during system commissioning, when adding a device to an existing system, after a device has been serviced, or to take advantage of a new function or parameter. When in doubt, contact Studer Innotec before performing the software update.

When you download the latest software release, you will have in the computer a zip folder containing:

-  02
-  R XX release references
-  Release_RXXX
-  Updating procedure_Procédure de mise à jour VX.X

Please copy the 02 Folder into the SD card of your RCC or Xcom device and insert the card in the device.

Please read carefully the Updating procedure (PDF) before performing the update.

RCC

The RCC will beep when the SD card is correctly inserted. Then confirm the update by pressing ok. The update is completed when the RCC displays the message "The update is finished" (051).

Xcom

The Xcom will blink red when the SD is inserted. The update will start automatically. The update is completed when the LED indicator is green.



The updating procedure can take between 3 and 30 minutes. During this time, it is normal that the devices make audible signals

The update should be performed in all the RCC and Xcom devices in the system (all the devices having an SD or microSD card). All the Studer products in a system should have the same software version.